

Pantry Volunteer Guidelines and Expectations

Thank you for your commitment to volunteering at a San Francisco- Marin Food Bank pantry. Your support is critical to the pantry's success. The following guidelines were written by Pantry Coordinators and volunteers such as yourself. The Food Bank is proud to serve all people, and is committed to promoting a safe and positive environment. We appreciate your help in keeping the pantry fair and friendly for everyone.

CUSTOMER SERVICE

- Harassment of any kind, including but not limited to verbal abuse, physical abuse, and sexual harassment, or the threat thereof, will not be tolerated.
- Be respectful in your interactions with staff, volunteers, and participants. Discrimination, of any kind, will not be tolerated. This includes, but is not limited to, derogatory comments about an individual or a group of people based on race, ethnicity, color, religion, creed, national origin, ancestry, citizenship, immigration status, age, gender, sexual orientation, disability, veteran status, or marital status.
- Create a welcoming atmosphere by greeting everyone in a friendly manner. Be fair, kind, and patient with participants and each other.
- Do not set aside food for participants who are in line, coming late, or for home delivery without the express permission from the Pantry Coordinator.
- If a participant needs assistance or has feedback to share, please let the Pantry Coordinator know.

VOLUNTEERS RECEIVING FOOD

- Eligible volunteers receive the same amount of food as all other participants.
- You may volunteer at more than one pantry; however, you are only eligible to register and pick-up food at one site.
- Pantry food is not considered compensation for your volunteer time.
- The Pantry Coordinator determines the distribution of leftover product.

SAFETY

- Wear appropriate clothing and close-toed shoes.
- Your personal items like bags, jackets, etc. are your responsibility.
- Be aware of your surroundings (e.g., do not throw boxes or other items, maintain at least 10 feet distance from truck operators).
- Be careful when lifting heavy items and ask for help when needed.

YOUR VOLUNTEER SHIFT

- When you arrive, please check-in, receive your assigned role and stay for the agreed upon time.
- Ensure everyone's safety by always wearing a facial covering (over both nose and mouth) and maintaining a safe distance between all participants and personnel.
- Let the Pantry Coordinator know in advance if you will be absent or cannot stay for the entire pantry distribution.
- Please do not take pictures of participants at any time. We also ask that you be respectful when using any mobile device onsite.

Thank you for your cooperation in following these guidelines. Your patience and consideration of participants, volunteers, and personnel is greatly appreciated.

If you have any questions or suggestions, please contact the San Francisco- Marin Food Bank at 415-282-1907.